



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for quarter ending September 30, 2005

| Out of Service More Than 24 Hours | July | September | September | Totals |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid | \$7,553.00 | \$4,637.00 | \$5,314.00 | \$17,504.00 |
| B. Number of credits issued for repairs - 24 - 48 hours | 132 | 99 | 97 | 328 |
| C. Number of credits issued for repairs - 48 - 72 hours | 101 | 69 | 78 | 248 |
| D. Number of credits issued for repairs - 72 - 96 hours | 67 | 45 | 50 | 162 |
| E. Number of credits issued for repairs - 96 - 120 hours | 63 | 37 | 43 | 143 |
| F. Number of credits issued for repairs > 120 hours | 41 | 24 | 37 | 102 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 521 | 466 | 419 | 1,406 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

| Failure to Install Basic Local Exchange Service | July | September | September | Totals |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of installations after 5 business days | 16 | 16 | 16 | 48 |
| C. Number of installations after 10 business days | 5 | 5 | 3 | 13 |
| D. Number of installations after 11 business days | 5 | 5 | 3 | 13 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 1 | 0 | 1 | 2 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

| Missed Appointments | July | September | September | Totals |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid | \$950.00 | \$800.00 | \$600.00 | \$2,350.00 |
| B. Number of customers receiving credits | 19 | 16 | 12 | 47 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 871 | 739 | 812 | 2,422 |

Comments